



# Network Operations Center

## DAY 2 Support Process for Help Desk

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Dan McFarland		1.0	1/19/2018
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**Prepared by:**

AT&T UC Support

# OPENING SUPPORT INCIDENT/TICKETS

## **Who can open a ticket?**

When opening a ticket the person making the request will be verified if they are a DET or Agency support agent. If not, the person will be directed back to their agency help desk for initial triage.

## **When necessary to open a support ticket please use one of the following methods:**

1. Call ATT UC Support Team: [844-423-1130](tel:844-423-1130) – (this # can be used for both Service Orders and Repairs)
2. Email AT&T UC Support Team [wisconsin@attucs.com](mailto:wisconsin@attucs.com)

## **Please be ready to provide the following information, or include in the email:**

1. Contact name, email and phone number of the support agent requesting the ticket creation
2. Name, agency, phone and email of the person affected by the incident or issue
3. Whether the user is Basic or Enhanced profile
4. Serial number and MAC of the phone (if phone is the issue)
5. Description of the problem/incident
6. Perceived severity level of the problem/incident

## **Escalations:**

If necessary, the problem/incident can be escalated to the following ATT UCS persons:

### 1<sup>st</sup> Level:

Operations Manager: Mohammed Fayaz: [mohammed.fayaz@attucs.com](mailto:mohammed.fayaz@attucs.com) (609) 955-3034

### 2<sup>nd</sup> Level:

Director of Operations: Masoud Majidi: [masoud.majidi@attucs.com](mailto:masoud.majidi@attucs.com) (609) 955-3032

### 3<sup>rd</sup> Level:

Sr VP – Operations: Anantha Amancharla: [anantha.amancharla@attucs.com](mailto:anantha.amancharla@attucs.com) (609) 297-8210